



U.S. AIR FORCE

PSD FLIGHT



Volume 4: September 2005

PSD Flight

Welcome to the **PSD Flight** Newsletter. Our purpose is to keep MSS Commanders and the DP Community informed with brief updates on the progress of the PSD Transformation Initiative. Find more information on the PSD site on the AF Portal

PSD Mission

- Transform the way in which personnel and manpower services are delivered
- Effectively deploy new technology and transform business processes & organizations
- Meet the demand for anytime, anywhere self-service

AF Initiative Links

(log onto the [AF Portal](#) first for PSD & DIMHRS links)

- [PSD Portal Site](#)
- [DIMHRS](#)
- [NSPS](#)
- [FMT](#)
- [Force Development](#)

Have a Question or Suggestion? Please send a note to the PSD mailbox...

PSD.Transformation@pentagon.af.mil

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Taking Care of Business:

Transferring the Work... The last *PSD Flight* described **Phase 1: Transfer**, where Active Duty and Reserve transactional work will begin centralizing at AFPC and ARPC, respectively, while the Guard continues to focus on preparing for **Phase 2**.

Processes will start transferring from Active Duty and Reserve MPFs and MAJCOMS one at a time or in small batches in FY06 as their redesign is completed. This includes streamlining processes, testing new center systems and procedures, and ramping up staff as billets become available. The work transfer will move forward as quickly as possible while we maintain our service levels. Processes are being redesigned now...stand by for more details.

Staffing the Expanded Contact Centers...

Selecting and relocating manpower-personnelists to staff the contact centers will be done with great care. First, the number of personnel needed to handle the centralized workload must be calculated. Establishing the right mix of skills at the contact centers and in the field is critical, and the organizations need room for career growth and development. Affected personnel will be given as much time as possible to prepare for the changes.

vPC-GR: Another Step Forward...

ARPC's Reserve Personnel Contact Center takes a leap forward by introducing the "virtual Personnel Center – Guard and Reserve (vPC-GR)." This self-service web channel allows customers to take control of issues from any computer with internet access around the globe. As a positive step in the personnel service delivery transformation effort, vPC-GR helps ARPC better assist customers and prepare for Total Force service delivery.

ARPC's nearly 1 million customers can establish an account, look up questions, and submit issues online using vPC-GR, which also helps move the Air Force ahead by evolving the virtual Military Personnel Flight (vMPF) concept and modeling the



kind of transaction support that will be available to all Airmen in the future. Click on the vPC-GR logo or the link below to visit the web-based world of customer assistance.

<http://arpc.afrc.af.mil/support/default.asp>

NSPS Update... Implementation of NSPS, an ambitious reshaping of the old rules governing civilian employee management, is well underway. The Labor Relations portion, covering bargaining unit employees, will launch across the Department of Defense in fall 2005. The remaining elements (Performance Management, Human Resources, and the Appeals System) will be implemented incrementally, beginning in early 2006 when the first installations, known as Spiral 1.1, are converted to NSPS. Employees, supervisors, and managers will be provided training to prepare for, understand, and use the new human resources systems prior to deployment.

For more information, visit:

<https://www.dp.hq.af.mil/dpp/dppn/nsps/>

PSD FAQs... Send your questions to

PSD.Transformation@pentagon.af.mil

Q: Where will the contact centers be located?

A: The location of the Active Duty Contact Center has yet to be determined, and we have working groups made up of several organizations to work this issue. Several factors impact resolution, such as BRAC, geographically separated contact centers, cost, and systems integration. The Reserve Contact Center will remain at Buckley, CO. We will keep you updated as decisions unfold.

Q: Have we benchmarked other services' call centers?

A: We have researched the operations and visited a number of government and private sector call centers. Best practices from these centers will be incorporated, where applicable. Also, the AF has advisors on staff who have implemented similar private sector centers and we will continue to harness this experience through implementation.